7935 records
Identified by search

35 studies (48 records)
Identified for full screening

7887 records excluded
by title/abstract screening

22 studies excluded
• 5 were not primary studies
• 1 not in OECD high-income country
• 9 did not make direct observation of primary care consultations
• 7 did not report any qualitative data

13 studies (26 records)
Met inclusion criteria